

## ANALYSIS RESULT OF STAFF SERVICE QUALITY SURVEY AT INTERNATIONAL UNIVERSITY

2022

Survey - 2022

Question	Q.AverageRate	Q.PassRate	Group	G.AvgRate	G.PassRate
<b>Group 1. OFFICE OF HUMAN RESOURCES MANAGEMENT</b>					
Q1. Creating faculty and staff development plans	4	96.1%			
Q2. Process of recruitment and labor contracting	4.1	97.1%			
Q3. Supporting the development and stipulating rules, regulations, and working procedures related to the IU's activities	4.1	96.6%	Gp1	4.1	95.9%
Q4. Making plans and programs to organize the training, fostering of faculty and staff	4	92.7%			
Q5. Procedures on business trips, studying, attending conferences, seminars abroad and receiving back	4	97.1%			
Q6. Process and time in preparing paperwork for faculty and staff	4.2	96.6%			
Q7. The salary, compensation, allowances, annual leave regimes	4.1	94.1%			
Q8. Health insurance and social insurance regimes	4.3	97.1%			
<b>Group 2. OFFICE OF GENERAL ADMINISTRATION</b>					
Q9. Keeping faculty and staff informed of IU activities	4.2	98.1%	Gp2	4.2	96.3%
Q10. Receiving, reviewing and submitting to the Board of Presidents for approval of documents, receipts	4	94.1%			
Q11. Operation of the Portal Office System	4.2	95.1%			
Q12. Operation of the Portal Office System for faculty and staff	4.2	98.0%			
<b>Group 3. OFFICE OF UNDERGRADUATE ACADEMIC AFFAIRS</b>					
Q13. Creating teaching schedules	4.1	96.1%	Gp3	4.1	97.0%
Q14. Organizing admission counseling sessions	4.1	97.1%			
Q15. Operation of the Edusoft web software	4	95.6%			
Q16. Organizing semester examinations	4.2	97.6%			
Q17. Process of delivering test papers and getting test scores	4.1	98.5%			
<b>Group 4. OFFICE OF EXTERNAL &amp; PUBLIC RELATIONS</b>					
Q18. Public relations and media activities	4.1	96.1%	Gp4	4	95.7%
Q19. Building and developing the various types of international cooperation	4.1	97.0%			
Q20. Opening and renewing the joint-training programs with international partners	4.1	97.6%			
Q21. Supporting faculty and staff to participate in short-term lecturer exchange programs abroad	3.9	95.6%			
Q22. The organizational matters of business trips for the Board of Presidents	4	95.5%			
Q23. The quality of information on IU website	3.9	92.1%			

<b>Group 5. OFFICE OF RESEARCH &amp; DEVELOPMENT</b>					
and technology services of the IU	4	96.5%	Gp5	4.1	97.9%
commendation and reward of the IU	4.1	98.0%			
topics at all levels and laboratories	4.1	98.0%			
Q27. Supporting faculty and staff in procedures for research topic registration and approval	4.1	98.5%			
Q28. Evaluating and accepting research projects according to procedures	4.1	98.5%			
Q29. Operation of the SCIMAN System	4.1	97.0%			
Q30. Supporting the implementation of intellectual property activities	4	98.0%			
business and social issues which are taking interested in	4	98.5%			
<b>Group 6. CENTER FOR INNOVATION &amp; TECHNOLOGY TRANSFER</b>					
Q32. Supporting schools, departments and individuals in implementing technology transfer contracts	4	97.5%	Gp6	4	97.9%
Q33. Supporting to promoting start-up activities	4.1	98.0%			
Q34. Evaluating technology incubation activities	4	98.0%			
<b>Group 7. OFFICE OF PROCUREMENT SERVICES</b>					
Q35. Making plans to purchase and distribute machinery, equipment and tools for work	4	94.1%	Gp7	4	94.6%
Q36. Maintaining and repairing equipment and facilities at schools and departments	4	93.6%			
Q37. Hazardous waste collection and treatment activities according to regulations	4	96.1%			
<b>Group 8. OFFICE OF FACILITY DEVELOPMENT</b>					
Q38. The quality of security service at IU	4.2	97.1%	Gp8	4.1	95.3%
Q39. Equipment in classrooms and auditoriums	3.9	91.7%			
Q40. Activities serving lecture halls and conference rooms	4.1	95.1%			
Q41. The quality of sanitary service at IU, monitoring and caring for the trees on IU's campuses	4	94.2%			
Q42. Fire protection and prevention, safety and labor protection	4.1	97.5%			
Q43. Pickup and drop off of the IU's faculty and staff	4.2	96.1%			
<b>Group 9. OFFICE OF FINANCE &amp; PLANNING</b>					
Q44. Formulating annual budget estimates allocations	4	98.0%	Gp9	4.1	97.2%
commendation and reward, teaching remuneration, and other personal payments	4.2	97.1%			
Q46. Supporting faculty and staff in paying working expenses	4.1	98.5%			
Q47. Supporting schools and departments in paying operating costs	4	95.0%			
Q48. Supporting for finalising staff's personal income tax	4.3	97.6%			
Q49. Establishing, amending and supplementing the internal expenditure regulations of the IU	4.1	97.0%			

<b>Group 10. LIBRARY</b>					
Q50. Librarians' support and guidance in searching for information	4.2	98.0%	Gp10	4.1	97.6%
Q51. The resourcefulness of the library meeting the needs of readers	4	97.1%			
Q52. The process of checking out, returning and deadline extension of library books	4.2	97.6%			
<b>Group 11. OFFICE OF QUALITY ASSURANCE &amp; TESTING</b>					
evaluation form	4.1	95.1%	Gp11	4.1	96.2%
on accreditation and education quality assurance activities of the IU	4.1	96.6%			
Q55. The system of documents provides regulations and guidelines on all quality assurance activities inside the un	4.1	96.5%			
Q56. Analysing course evaluation and sending the results to related units	4.1	95.6%			
Q57. Surveying faculty's opinions on the services at IU	4.1	97.1%			
Q58. Supporting the self-assessment and organizing the evaluation of schools and departments	4.1	96.1%			
<b>Group 12. HEALTH DEPARTMENT</b>					
Q59. The quality of health care at the IU	4.4	97.6%	Gp12	4.4	97.6%
<b>Group 13. CANTEEN</b>					
Q60. The quality of services in the Canteen	4.1	96.6%	Gp13	4.1	96.6%
<b>Group 14. CENTER FOR INFORMATION SERVICES</b>					
Email, Blackboard, Turnitin, Sendy, MyIU, and other information technology applications provided by the IU	4.3	98.1%	Gp14	4	92.1%
Q62. Technical support for information technology, computer repair and installation	4.2	97.1%			
Q63. The quality of the Internet system in classrooms, auditoriums and laboratories	3.9	91.7%			
Q64. The quality of the Wi-Fi system at IU	3.7	81.5%			
<b>Group 15. OFFICE OF INSPECTION AND LEGAL AFFAIRS</b>					
settlement, information verification, legalization of certificates issued by the University, ..)	4	94.1%	Gp15	4	94.6%
propagating and disseminating legal education, petitioning for measures to prevent, overcome consequences, and	4	95.1%			
<b>Group 16. STAFF</b>					
Q67. The professionalism of office staff in doing services to faculty and staff	4.1	97.6%	Gp16	4.2	97.9%
Q68. The attitudes of office staff towards faculty and staff	4.1	97.6%			
Q69. The appropriateness of staff's dress code	4.2	98.5%			
<b>Group 17. GENERAL EVALUATION OF SERVICE QUALITY AT IU</b>					
Q70. Faculty's and staff's overall evaluation of office staff	4.2	97.6%	Gp17	4.1	97.8%
Q71. Faculty's and staff's overall evaluation of the services at the IU	4.1	98.0%			

### Staff Service Quality Survey SynAnalysis\_2022

